

**30. Have late payments of invoices had any other negative effects on your agency? Please explain the "Other" negative effects:**

**Wave 1**

1. n/a
2. Called their legislative representative.
3. travel reimbursement paid late
4. NO INVOICES PROCESSED BY THIS DESK
5. I have nothing to do with any of the examples
6. all
7. this is not applicable to me
8. Some invoices paid late, so late fees are due, but I do not know if the fees are going to be paid. Some checks to pay invoices have gone to wrong remit to address resulting in no payment received at vendor and vendor calling asking for payment.
9. travel reimbursement delayed
10. N/A I don't pay invoices
11. I don't know
12. invoices n/a
13. I have not used it at this time. I will begin using the Procurement component of Edison to set up ITBs.
14. Some vendors are becoming angry that their payments are made so slowly with the Edison system
15. None of these apply - I work only in travel approval
16. I have no personal knowledge of or experience with this subject in my role.
17. Don't know
18. I would have no idea, I don't have anything to do with my agency's invoices
19. I do not deal directly with the payment of invoices for our agency.
20. while I work in the agency that approves the transactions, I haven't had that much exposure yet in edison. I have been focusing on working with the agency still on

STARS. The Work flow is still being determined as to who will approve what and what kind of attached support will be required for the journal entries.

21. missed rebates due to timing of payments and new processes within edison
22. Nothing in the list applies to me.
23. we don't use financials. we only deal with the vendor maintenance
24. We still have two vehicles that don't show up on the system that haven't been paid for. We also have a vehicle that hasn't been received into the system because we have not been sent a tech spec from General Services IT.
25. Don't handle invoice payments
26. I do not pay invoices
27. Vendors have been very hostile to staff& upset because of late payment. Have refused services numerous times & endured numerous request for payment.
28. Doesn't apply to me
29. Invoices being paid late have created many vendor phone calls and emails to us. We have explained to them the timeframe it now takes which is considerably longer to complete the payment process.
30. do not use it to pay invoices
31. not an issue
32. Have become embarassed to tell vendors that "there are system problems holding up payment" also vendors were used to being paid earlier and in a more timely basis
33. not involved in paying invoices
34. This question my answer would be not applicable as I do not pay invoices for my agency.
35. Some invoices paid late but software vendors did not take any stance on withholding goods or services.
36. not aware of penalties
37. Don't know.
38. invoices to contractors/grantees paid late. grantees were unable to pay their employees on time. This results in a loss of confidence in the state. Our contractors are grantees and THEY are the ones who suffer if we cannot get them their reimbursement on time.

- 39. CAN NOT UNDERSTAND CODE BREAKDOWN WHEN TIME IS ENTERED (PAYABLE SUMMARY). CAN NOT DETERMINE WHAT EDISON CONSIDERS TO BE A PAY PERIOD (IMPORTANT FOR OVERTIME).
- 40. Not Applicable
- 41. I do not pay the invoices or know if there have been any unpaid or late fees.
- 42. doesn't apply to me
- 43. N/A for my use. I don't know.
- 44. Currently unable to make "informed" decisions and can not provide complete information to external parties.
- 45. Some not-for profit agencies had to take out bank loans to cover program expenses until invoice payments arrived.
- 46. no effects
- 47. Unkown. I don't work in the purchasing department and can not answer this question accurately.
- 48. I have no idea about any of what these questions are all about. I don't even know why I'm bothering to answer this questionnaire, seems a bit of a waste of time again, ad nauseum.
- 49. I am not involved in payment of invoices.
- 50. In times past, our Examiners could hand deliver the invoice at the time exam was conducted. Now, there is a delay before the company gets the invoice thru Edison.
- 51. Have not dealt much with Edison FSCM
- 52. TA approval is required before travel reimbursement of expenses can be made to employees. State employees should not be required to loan money to the State.
- 53. staff member who had arranged for FedEx was contacted by vendor wanting to know why vendor hadn't received payment in two months.
- 54. I don't deal with invoices so I can't answer that question.
- 55. My agency has not gone to any phase of Edison yet except timesheets so I cannot answer the questions on this survey pertaining to procurement
- 56. I have no negative comments.
- 57. vendors were paid late and late fees were added to their invoices. These project are federally reimbursed and late fee will not be reimbursed by the federal government. This is an on going issue on how this will be resolved.

- 58. I don't pay bills
- 59. none
- 60. Don't know whether they are paid on time or not as I do not do billing.
- 61. question is slanted - to answer would indicate there are late payments when there are none to my knowledge
- 62. Numerous phone calls that interrupt current processing of vouchers.
- 63. The Department of Education flows funds to school systems. When these funds are months late teachers do not get paid or local governments have serious cash flow issues if they do pay their teachers. There continues to be a total lack of concern from F & A and Edison about this. An attitude that if it isn't affecting state employees it doesn't matter. Very frustrating to Local Governments and school systems.
- 64. Some invoices paid late; complaints filed with state.
- 65. We have received numerous phone calls from vendors wanting to know when we will be paying a particular invoice. The calls from vendors have decreased somewhat since the implementation of Edison, but when we run into a new problem (like the asset code problem) the payment process is slowed down again and vendors will call us.
- 66. Invoices started backing up because it took more time to process each one. More time is required to process each invoice.
- 67. As I checked off at the beginning of the survey I don't work with A/P so I have no complete knowledge of what the exact problems are that my agency has encountered with A/P. It seems that the survey does not take into account what area a person works in with these questions as this is not the first instance of a question being asked that does not pertain at all to the area that I work in.
- 68. THIS IMPACTS THE AGENCIES ABILITY TO FUND THE PROGRAMS AND STAFF
- 69. I am not involved in paying invoices.
- 70. I am involved in retrieving data. I have no experience with the timeliness or accuracy of the processes.
- 71. Based only on my experience, my travel claims have been paid in a timely manner but I can't speak for all invoices
- 72. cannot process purchases
- 73. It takes long enough to get vendors entered and half way thru you lose your data when it kicks you out.

- 74. Employees' Flexible Benefits payments not paid within 10 business days. Edison pays for Dependent Day Care on employees without children. Queries about resolving these matters go unanswered.
- 75. I do not pay invoices so I would not know whether they are paid on time or not
- 76. Not Applicable/Unaware of payments in my position
- 77. I do not process payments so I do not know of any issues on the payment side for my agency.
- 78. na
- 79. I understand that it takes excess time to place orders
- 80. unknow
- 81. Question does not apply to me, I do not handle invoices, so can not answer positive or negative.
- 82. I have no first hand experience relative to negative effects of late payments.
- 83. complaints from vendors about late payments - wanting to contact Nashville themselves and send in invoices on their own.
- 84. Invoices from Property Utilization Division have not been paid by other State Agencies because the system for journal vouchers does not work correctly.
- 85. Have no knowledge of this activity
- 86. don't know
- 87. Do not process invoices.
- 88. Vendor paid late
- 89. Again, this survey is missing our number one complaint and that is that this system is designed for people who work behind a desk all day, everyday and we must perform work in the field, constantly having to go back to the office to perform administrative tasks to pay vendors. The old system, as old as it was, allowed field personnel to accomplish field work and yet get administrative duties accomplished in a reasonable amount of time.
- 90. Some vendors have said we need to get paid in a timely manner
- 91. N/A
- 92. As a contract / RFP coordinator there have been some calls from vendors regarding late payment of invoices.

- 93. I do not pay invoices.
- 94. N/A Travel only
- 95. don't know
- 96. emails from the comptroller of the vendor stating that he could not allow a lapse of 67 days from invoicing to payment; emails from the TBR billing agent demanding to know when the invoice would be paid;
- 97. My transactions have only dealt with establishing my own travel authorization and travel claims. Therefore, no invoices as such were relevant, other than paying my travel claim. In which case, all my travel claims have been paid in a timely manner and were accurate.
- 98. do not work with invoices
- 99. I dont know about payments
- 100. don't know
- 101. Does not apply to my job.
- 102. Not procurement or invoices; but employee time issues
- 103. I do not pay invoices.
- 104. Sometimes the over \$500.00 payments are not picked up in a timely manner.
- 105. there have been no negative effects
- 106. N/A
- 107. My supervisor has received really nasty telephone calls from vendors. In some instances all she could say, it was awaiting approval in F&A Accounts.
- 108. Could not order some of the suppliesthat we needed in a timely manner.Also mix up on delivery because of theway the statement had to be sent in someone else's name (from our fiscal office)
- 109. Not my area of expertise - handled by our Fiscal Office
- 110. I have nothing to do with invoices - therefore, I can not answer this question.
- 111. training issues
- 112. don't know. This issue n/a
- 113. This does not apply

- 114. I have none of these
- 115. Not applicable. My area doesn't pay invoices.
- 116. I don't live "hand to mouth" so the delays in processing my travel claim have not hurt me or my family. However, we may have employee who need a more timely reimbursement than what I have experienced.
- 117. Increase in Vendor calls looking for payment. Timely delay in work load due to calls
- 118. N/A
- 119. unknown by me
- 120. Late payments to vendors resulted in financial issues and multiple complaints
- 121. Not applicable...don't know
- 122. don't know. i'm sure there have been affects of which i'm not aware.
- 123. There are not other. There is no place to indicate that none of the above apply
- 124. I don't have knowledge of these issues
- 125. Payment of invoices does not affect my area.
- 126. Some payment delays were experienced during the transition to edison
- 127. not aware of any late payments
- 128. DON'T HAVE ANY!
- 129. na
- 130. Have had repeated calls from vendors who have not been paid since last August because Edison was not ready to accept purchase orders for items that required property tags
- 131. DON'T DO INVOICES
- 132. Does not apply
- 133. Have had numerous phone calls asking for payment, but no vendor has quit providing service....
- 134. Jurisdictions that receive tax relief payments where they have issued credit to the applicant have waited weeks for resolution of payment.
- 135. do not do payments

- 136. I am not involved in paying invoices
- 137. We are not on payment system yet
- 138. UNKNOWN
- 139. N/A
- 140. There has been major impact to the local governments and not receiving their funds. Consistently there are calls and emails wanting to know when they will get paid increasing my work and making us look incompetent.
- 141. The people we provide payments for call telling us that they need their money to buy food, pay rent to live on. We never have any idea when the checks will be issued after we key them to Edison. So we have to hope that the checks will go out soon. All we can tell the people is we have processed the claim.
- 142. Have no knowledge of my agency's payment of invoices, late or otherwise.
- 143. NOT APPLICABLE TO JOB FUNCTIONS
- 144. I don't know
- 145. my job does not handle payments of invoices
- 146. Invoice paid late. Vendor refused to discuss further, until manual check was mailed to them.
- 147. I have nothing to do with the financial part of EDISON.
- 148. This aspect is unknown to me
- 149. Our agency isn't set up to use Edison for Procurement yet.
- 150. I do not have this information
- 151. Does not apply to what I do
- 152. We are still paying from other systems and not yet fully operational in Edison.
- 153. I am not directly involved with payments.
- 154. I do not pay invoices.
- 155. I don't pay invoices
- 156. Will start Edison travel July 1
- 157. ?



- 158. does not apply
- 159. I am not involved in the payment component and am unaware of the status of our agency's timeliness of payment.

**Wave 2**

- 1. does not apply to me
- 2. don't pay bills
- 3. I don't use invoices in my portion of iNovah.
- 4. not applicable
- 5. Not part of my job
- 6. Not applicable to me. I only have been dealing with travel claims to date.
- 7. N/A
- 8. I am in procurement and this does not apply
- 9. i don't pay invoices so I have no idea I do know that we get calls from the phone company saying they are going to cut off the phone service and i have hear the land lord say that were late paying the rent
- 10. many late paid invoices, vendors are up front as I key and the payment is STILL WAITING AT F&A
- 11. not applicable
- 12. I haven't had to process any travel claims recently. The negative effects previously noted on the first survey were in regard to personal information.
- 13. I just audit
- 14. I have no knowledge of invoice status
- 15. I don't deal with payments. Only service contracts.
- 16. I am not trained well enough to follow payments all the way through process, yet.
- 17. Expense claims - point to point will not allow you to adjust the mileage if actual miles driven is less than mapquest. This is causing employees to lie and take money for mileage they did not earn.

18. N/A
19. DO NOT KNOW
20. not aware of any negative effects
21. I do not know if there have been any negative affects.
22. Had to wait on claim
23. this does not apply to me
24. As far as I know, invoices I have submitted to my procurement office have been paid. I have not received any calls from vendors about non-payment.
25. I have not heard of any problems but I can't be sure.
26. I don't pay the bills. I only do procurement.
27. I have no knowledge of payment of invoices.
28. I do not have a clue if invoices are paid timely
29. I do not deal with that aspect of financials. I do not have an answer for this question.
30. NOT MY AREA
31. I don't know yet. Invoices not yet submitted.
32. None that I am aware of.
33. vendors calling about no payment
34. n/a
35. invoice payments are not part of the functions performed by this office
36. not sure of vendor reaction
37. I do not pay the invoices
38. Claimants have not received reimbursements timely for business expenditures.
39. I do not do invoices
40. don't know if they were paid late or not.
41. Not my dept.
42. Don't know

43. n/a
44. Not applicable to my job
45. just started doing paper copies and edison double work
46. nothing to report on invoices
47. Having heard Wave1 problems, we purchased ahead at great expense and trouble to avoid having excessive late payment issues.
48. I don't deal with that process.
49. I am not involved, why ask the question. I marked earlier what modules I work with.
50. Negative effect on vendors; affected relationship; expended undue time with vendor inquiries
51. I don't know.
52. This has a negative impact of travel as we pay for all out travel cost up front
53. Don't want to purchase anything due to the problems & how long it takes to use
54. N/A
55. I don't know about accounts payable.
56. not applicable
57. Poor communication and training. CBT training TV1 is not sufficient. No other training offered at this time.
58. Approval of submitted items will take excessive amount of time.
59. I don't know I do not handle invoices
60. Travel claims delayed in paying employee
61. No invoices involved
62. Not my responsibility
63. havent paid any invoices. i dont know how. i have requested training but was told to try to find it online.i figure if the vendors will complain enough, maybe someone will help.
64. I am sure that late payments have had negative effects on the Agency. Often vendors refuse to do buisness with the agency after a late payment and often the vendor is the only vendor in the area that can provide the service required by the agency.

- 65. I dont know I dont pay invoices
- 66. Doesn't apply to me
- 67. I do not know of any late payments or their affect.
- 68. I am not involved in this issue
- 69. I don't work with invoices so do not know how that is working.
- 70. I don't know !!!
- 71. not involved in invoicing
- 72. unknown
- 73. Does not apply to me
- 74. Do not know about agency wide
- 75. don't know
- 76. Effects not known - I am not directly involved in payments
- 77. Processed invoices are past due and vendors are now calling for payment. Not known if late fees were paid.
- 78. Your survey is typical of your system... Look back at the last question. Have you thought that some vendors may have been paid late & complained about not getting paid, but kept on providing service??
- 79. NA
- 80. None Apply
- 81. unknown
- 82. We were told if they did not get there money they would cut us off.
- 83. Information previously mention is not complete and accurate.
- 84. I can not answer this question - I do not do that function.
- 85. this does not apply to me
- 86. Have not used any of these functions
- 87. only use travel claim function, which does not involve payment of invoices

88. late travel expense paid to employee,late cleaning invoice, to date has not been paid for March
89. Haven't submitted anything for payment yet but will have many instances later this month
90. No negative effects.
91. DON'T EXACTLY KNOW
92. I do not deal with invoices
93. Subrecipient agencies called legislative representatives; payrolls were not made by these agencies due to monies not getting to them timely; and the subrecipient agencies received late payment charges, and other negative effects due to our slow, slow payments.
94. I do not know the negative effects.
95. I do not know about payment issues and cannot comment
96. I'm not involved with the invoices that pertain to my office.
97. Don't know about payments
98. Annual leave and sick leave does not post until 3 - 4 weeks after it is earned.
99. some bills have been paid late and contract employees have threatened to quit
100. Collection calls, threats, contractor (nurses) having financial problems due to missed checks, calls to legislators
101. I DON'T KNOW IF ANY HAVE BEEN PAID LATE
102. I don't have any you made me click the only button I thought I should click
103. processing transaction delays and glitches have caused confusion on whether or not the payments have been processed in a timely manner
104. Don't know.
105. does not apply
106. I do not have any input on invoices and payments to vendors.
107. don't deal with invoices
108. Inadequate instructions to enter information.
109. Does not apply

- 110. Don't know if invoices have been paid late or not.
- 111. Do not use the system.
- 112. have not used yet
- 113. Can't keep warehouse stocked because I can't my orders to go through
- 114. Agency could not obtain approval of purchase.
- 115. Upset private landowners who have contractors and other bills to pay for work that program was cost-sharing on.
- 116. mandatory requirement to 'choose one'none apply to me
- 117. I have no knowledge of activities in the area.
- 118. Because I have a limited role in this area I cannot answer.
- 119. just hoping contractor does not try to stop services.Can't blame them if it happens though.
- 120. We do not provide a product. It does hurt the program when the public does feel we go back on our word.
- 121. I don't understand the question.
- 122. I HAVE NOTHING TO DO WITH PAYING INVOICES. SUBMIT TIME AND TRAVEL EXPENSEONLY
- 123. Under pressure to be on time, I put my travel into edison before 5pm on the last day of the month and was not paid for my travel for that month...\$75.00
- 124. I do not pay invoices only Journal Vouchers....
- 125. We have not noticed any late payments but we only enter requisitions, PO's and payments
- 126. don't know but have heard to be true
- 127. I don't do invoices
- 128. Invoices not paid without follow up
- 129. We don't deal with invoices in the field office.
- 130. This question does not apply to me.
- 131. I do not have this information.
- 132. we have not yet used Edison for invoices

133. I am not in the procurement division that tracks this, therefore I cannot comment accurately whether there have been late payments.
134. Not sure if any Invoices are pending paid through Edison- not sure of exact duties within Edison
135. Vendor call about not receiving payment on time.
136. I'm not sure Accounting pays the bills.
137. Don't know -- I just approve travel and purchases for my division
138. do not know the response
139. Not applicable to me
140. I only approve p.o. and requisitions so I'm unaware of the negative effects.
141. Problems for staff
142. Paid late, greatly increased number of phone calls from vendors
143. vendors call all the time asking what the money is going against, also county clerks call saying the money went into the wrong account.
144. Why doesn't the comments carry over to the amount approval screen after you create a purchase order?
145. Check issued to be sent to agency not received at all
146. Don't deal with payment
147. Do not deal with vendors
148. persistently calling, demanding payment, threatening cutting services.
149. I don't pay invoices and do not know the correct answer
150. Don't know what effects have occurred throughout the agency.
151. I don't deal with payments
152. I do not have specific data for this response. This was the best selection offered.
153. Invoices are processed in the budget office.
154. Do not know - and there was no choice to say so.
155. I have no knowledge of this area.

- 156. Invoice paid late was embarrassing. Employees attended training. Payment was required upon arrival. We were allowed to attend however Edison was not able to resolve problem and payment was over three weeks late.
- 157. Payment not received in a timely manner by employee
- 158. I am not privy to that information.
- 159. I am not in a position to know this information
- 160. Travel was not approved in a timely manner therefore travel cash advance was not approved which hindered trip for this employee
- 161. does not pertain to my job.
- 162. some invoices paid late or still outstanding, agency had to close doors because of nonpayment by the state
- 163. delays in physical processing and waiting 30 days to pay
- 164. Several have called requesting payment. Apologies were given to vendors and pacified for time being. Some have not been paid since going live April 6. Statements of past-due accounts from vendors are accumulating daily.
- 165. Vendors have still not been paid. This has been ongoing for at least one month. Vendors have called our office repeatedly very upset that they still had not received payment for invoices submitted over 2 months ago.
- 166. I do not know at this time how the slow payment is affecting our relationship with the vendors.
- 167. I don't pay invoices but have heard there is a time issue that causes challenges for procurement staff.
- 168. Still waiting on newly resolved outcome.
- 169. No negative effects on agency, just myself in getting reimbursed for travel and wasting 4 hours just to reconcile \$50 worth of credit card purchases when I could have been doing something else more productive.
- 170. Don't know about Invoices
- 171. I do not deal with that function
- 172. don't do invoices
- 173. That functionality of Edison isn't part of my job.
- 174. not my job duty



- 175. Lack of knowledge to complete task
- 176. This is not within the scope of my job duties, so I don't know the answer.
- 177. Not enough invoicing experience to answer.
- 178. I DO NOT WORK WITH THE ACCOUNTS PAYABLE SO, I really have no knowledge of this issue.
- 179. don't pay invoices unable to answer this question
- 180. I do not know the effect this has had on our agency.
- 181. Some of the vendors have started calling our office asking if the payment has been submitted.
- 182. N/A
- 183. not applicable
- 184. I don't do invoices
- 185. None in the capacity I use Edison.
- 186. I have not been able to process payments. I have explained this to the vendors, and they seem to understand, but they still want to be paid.
- 187. Can't answer this question- I'm not in Payables
- 188. Have not submitted invoices from suppliers. Only submitted receipts for expenditures related to travel.
- 189. unsure
- 190. am not aware if there have been any negative effects
- 191. Not user friendly. Unable to access from remote location. Officers not always able to get into system for time sensitive items ie: Officer in court, call out for after hours work and on holidays.
- 192. No negative effects as far as I know. My office does not pay invoices and have limited access to general ledger data, so I am not aware of any instances in which late fees have been paid.
- 193. not notified travel claims were awaiting approval therefore delays
- 194. Not applicable

- 195. I would only use the travel component. Since there is little travel approved at this time, I haven't needed to use it.
- 196. I only have travel claims which have been paid timely.
- 197. I have no idea about Edison other than my expense reporting.
- 198. d
- 199. Does not apply.
- 200. n/a
- 201. Don't know-not involved in this aspect.
- 202. Frustration with the system
- 203. I don't know. I have not had any dealings with the payment end of the process.
- 204. I hAVE NO IDEA.
- 205. no knowledge of late payments
- 206. Some vendors have personally visited our agency, asking as to why they had not received payment.
- 207. I have not had a user come to me because they could not process an invoice.
- 208. I do not deal with this aspect of Edison.
- 209. dont know do not deal with this area
- 210. We are just learning to recieve items on Edison. It is extremely time consuming and we are doing just enough to get the bills paid.
- 211. Don't Know
- 212. do not deal with invoices
- 213. not applicable
- 214. I don't make payments and usually do not know whether invoices are being paid timely or whether we paid late fees.
- 215. I do not handle invoices
- 216. NO EXPERIENCE WITH

- 217. I have nothing to do with our invoices; therefore, I have no idea if Edison has had any negative effects on our invoice processes.
- 218. I do not make payments, so I have no idea how this effecting our Department
- 219. I don't know if vendors have been paid on time or any other neg. effects. I enter my own and approve 16 other employees transactions.
- 220. I do not use this function of Edison
- 221. I do not know answer to this question. I DO NOT WORK IN FINANCIAL DEPARTMENT.
- 222. I do not deal with invoices, only license fees and renewal fees and walk-in payments- we do not yet invoice for these
- 223. N/A
- 224. I don't know.
- 225. N/A-----I deal w/travel and time only
- 226. WE DO NOT PAY THE INVOICES IN THE FIELD OFFICES.
- 227. Not sure when can order and when will receive items
- 228. This area N/A for me
- 229. I cannot confirm this, but have heard that some vendors were paid late, but I do not know if it had a negative impact.
- 230. The negative effect was that in initial phase there was a learning curve in entering information and working with the system.
- 231. unsure
- 232. does not apply
- 233. I don't deal with invoices.

### **Wave 3**

This question does not apply to Wave 3.